

What Is Claimed Is:

- 5 1. A method for facilitating a call related to a computer activity, comprising:
identifying a first occurrence of a computer activity involving a user;
identifying a first occurrence of a call activity associated with a call
identifier and involving the user;
associating the computer activity with the call activity;
recognizing a second performance of the computer activity involving the
user;
10 anticipating a second occurrence of the call activity based on the second
performance of the computer activity;
providing, via a user-computer interface, a call activity trigger associated
with the anticipated call activity; and
placing, for the user, a call having the call identifier in response to a
15 selection of the call activity trigger.
2. The method of claim 1, wherein the call activity includes directing a call to a
user.
- 20 3. The method of claim 1, wherein the call activity includes transmitting a call.
4. The method of claim 1, wherein the call activity includes placing a call.
5. The method of claim 1, wherein the call activity includes directing a call from a
25 user.
6. The method of claim 1, wherein the call identifier is a caller's name.
7. The method of claim 1, wherein the call identifier is a calling number.

8. The method of claim 1, wherein the call identifier is an ANI.

9. The method of claim 1, wherein the call identifier is a callee's name.

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10. The method of claim 1, wherein the call identifier is a called number.

11. The method of claim 1, wherein the call identifier is an a DNIS.

10 12. The method of claim 1, further comprising obtaining information regarding the
call activity.

13. The method of claim 1, further comprising obtaining information regarding the
user activity.

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14. The method of claim 1, further comprising storing information regarding the call
activity.

15. The method of claim 1, further comprising storing information regarding the
20 user activity.

16. The method of claim 1, further comprising analyzing information regarding the
call activity.

25 17. The method of claim 1, further comprising analyzing information regarding the
user activity.

18. The method of claim 1, further comprising statistically analyzing information
regarding the call activity.

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2000-0174-2685-5743

19. The method of claim 1, further comprising statistically analyzing information regarding the user activity.

5 20. The method of claim 1, further comprising relating the user activity to the call activity.

21. The method of claim 1, further comprising creating the user activity trigger.

10 22. The method of claim 1, further comprising associating the user activity trigger with the call identifier.

23. The method of claim 1, further comprising formatting the user activity menu item.

15 24. The method of claim 1, further comprising rendering the user activity trigger.

25. The method of claim 1, further comprising detecting selection of the user activity trigger.

20 26. The method of claim 1, wherein the user activity trigger includes a menu item.

27. The method of claim 1, wherein the user activity trigger includes a button.

28. The method of claim 1, wherein the user activity trigger includes a link.

25 29. The method of claim 1, wherein the user activity trigger includes a macro.

~~30~~ A computer-readable medium storing instructions for activities comprising:
identifying a first occurrence computer activity involving a user;

2000-0174-2685-5743

identifying a first occurrence of a call activity associated with a call
identifier and involving the user;
associating the computer activity with the call activity;
recognizing a second performance of the computer activity involving the
5 user;
anticipating a second occurrence of the call activity based on the second
performance of the computer activity;
providing, via a user-computer interface, a call activity trigger associated
with the anticipated call activity; and
10 placing, for the user, a call having the call identifier in response to a
selection of the call activity trigger.

31. An apparatus for facilitating a call related to a computer activity, comprising:
- means for identifying a first occurrence computer activity involving a
15 user;
 - means for identifying a first occurrence of a call activity associated with
a call identifier and involving the user;
 - means for associating the computer activity with the call activity;
 - means for recognizing a second performance of the computer activity
20 involving the user;
 - means for anticipating a second occurrence of the call activity based on
the second performance of the computer activity;
 - means for providing, via a user-computer interface, a call activity trigger
associated with the anticipated call activity; and
 - 25 means for placing, for the user, a call having the call identifier in
response to a selection of the call activity trigger.

32. A user interface for facilitating a call activity related to a computer activity,
comprising a call trigger rendered in response to the computer activity, the call

2000-0174-2685-5743

20 of 21

trigger associated with a call identifier and selectable to cause the placement of the call.

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2000-0174-2685-5743